Whirlpool
HOME APPLIANCES

Use & Care GUIDE

One and Two Speed Automatic Washers

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E Series Top Loaders

3951062

A NOTE TO YOU

Thank you for buying this appliance.

Because your life is getting busier and more complicated, washers are easy to use, save time, and help you manage your home better. To ensure that you enjoy years of trouble-free operation, we developed this Use and Care Guide. It is full of valuable information about how to operate and maintain your appliance properly and safely. Please read it carefully.

Please record your model's information.

Whenever you call to request service for your appliance, you need to know your complete model number and serial number. You can find this information on the model and serial number label (see the diagram on the "Parts and Features" page for the location of the label). Also, record the other information shown in the next column.

Model Number _____

Serial Number _____

Purchase Date _____

Dealer Name _____

Dealer Address _____

Dealer Phone _____

Keep this book and the sales slip together in a safe place for future reference.

WASHER SAFETY

Your safety is important to us.
This guide contains safety symbols and statements. Please pay special attention to these symbols and follow any instructions given. Here is a brief explanation of the symbol.

This symbol alerts you to hazards such as fire, electrical shock, or other injuries.

IMPORTANT SAFETY INSTRUCTIONS

WARNING – To reduce the risk of fire, electric shock, or injury to persons when using the washer, follow basic precautions, including the following:

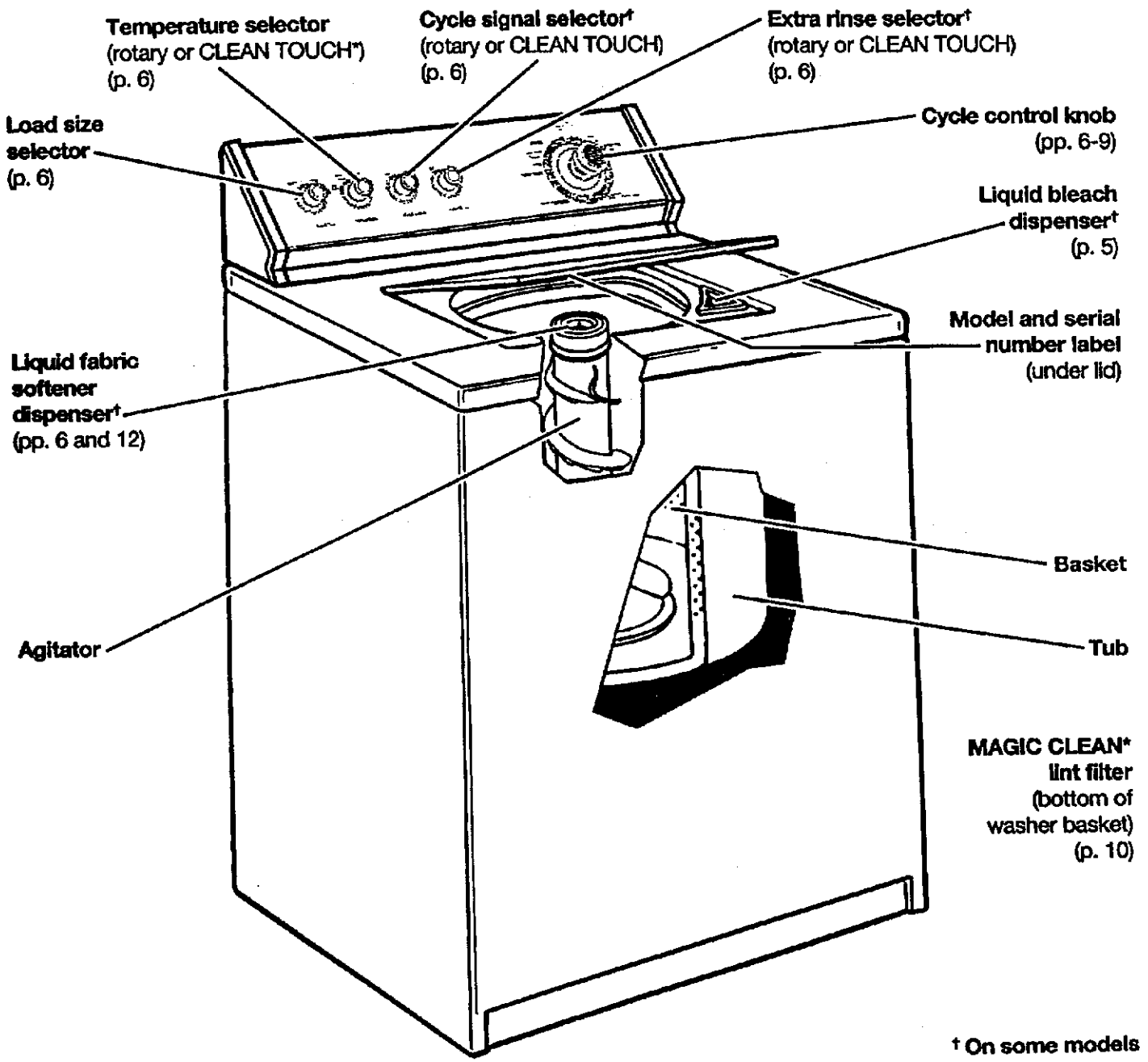
- Read all instructions before using the washer.
- Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, other flammable, or explosive substances as they give off vapours that could ignite or explode.
- Do not add gasoline, dry-cleaning solvents, or other flammable, or explosive substances to the wash water. These substances give off vapours that could ignite or explode.
- Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for 2 weeks or more. HYDROGEN GAS IS EXPLOSIVE. If the hot water system has not been used for such a period, before using the washing machine, turn on all hot water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. As the gas is flammable, do not smoke or use an open flame during this time.
- Do not allow children to play on or in the washer. Close supervision of children is necessary when the washer is used near children.
- Before the washer is removed from service or discarded, remove the door.
- Do not reach into the washer if the tub or agitator is moving.
- Do not install or store the washer where it will be exposed to the weather.
- Do not tamper with controls.
- Do not repair or replace any part of the washer or attempt any servicing unless specifically recommended in this Use and Care Guide.

– SAVE THESE INSTRUCTIONS –

PARTS AND FEATURES

The parts and features of your washer are illustrated on this page. Become familiar with all parts and features before using your washer. Page references are included next to some features. Refer to those pages for more information about the features.

NOTE: The drawings in this book may vary from your washer model. They are designed to show the different features of all models covered by this book. Your model may not include all features.



† On some models

OPERATING YOUR WASHER

To get the best washing results possible, you must use your washer correctly. This section tells you how to use your washer properly and efficiently.

USING YOUR WASHER

⚠WARNING

Explosion Hazard

Never place items in the washer that are dampened with gasoline or other flammable fluids.

No washer can completely remove oil.

Do not dry anything that has ever had any type of oil on it (including cooking oils).

Doing so can result in death, explosion, or fire.

⚠WARNING

Electrical Shock Hazard

Plug into an earthed plug socket outlet.

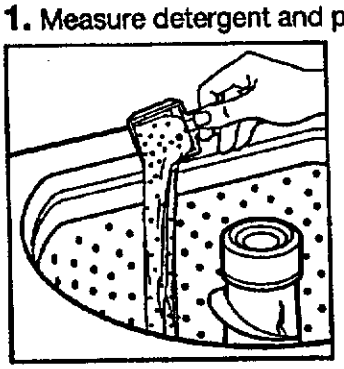
Do not remove earth pin.

Do not use an adapter.

Do not use an extension cord.

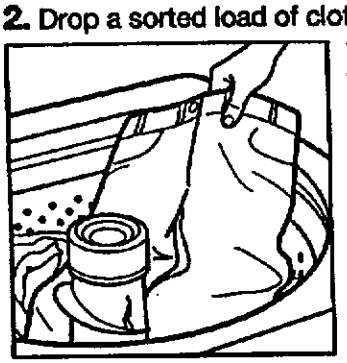
Failure to follow these instructions can result in death, fire, or electrical shock.

1. Measure detergent and pour it into the washer.



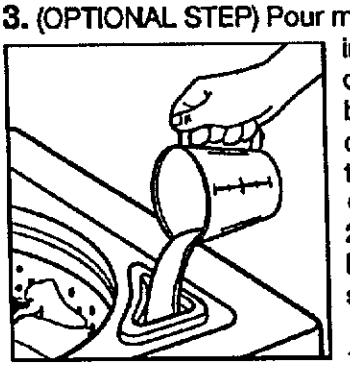
- If desired, you may also add powder or liquid colour safe bleach. If the water temperature is low, dilute the detergent in warm water.
- Add extra detergent for the Super Wash cycle.

2. Drop a sorted load of clothes loosely into your washer, filling to the top row of holes.



- Load evenly to maintain washer balance. An off balance load can make the washer vibrate during spin.
- Mix large and small items. Larger items such as sheets should be loaded last.
- Items should move easily through the wash water. Overloading can cause poor cleaning.
- To reduce wrinkling of permanent press clothes and some synthetic knits, use a large load size to provide more space (see step 6).

3. (OPTIONAL STEP) Pour measured **liquid bleach** into the liquid bleach dispenser. Bleach will be diluted automatically during the wash part of the cycle.

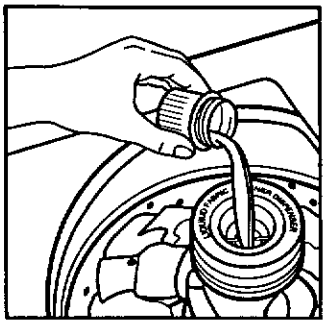


- Never use more than 250 mL (1 cup) for a full load. Use less with a smaller load size.
- Follow the manufacturer's directions for safe use.
- To avoid spilling, use a cup with a pouring spout. Do not let bleach splash, drip, or run down into the washer basket.
- Make sure you use only liquid bleach in this dispenser.

continued on next page

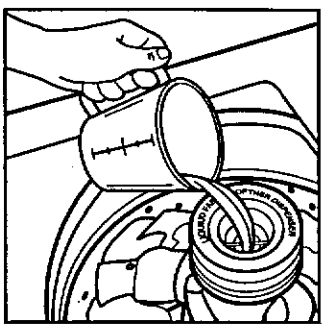
USING YOUR WASHER (CONT.)

4. (OPTIONAL STEP) Pour measured **liquid fabric softener** into the liquid fabric softener dispenser.



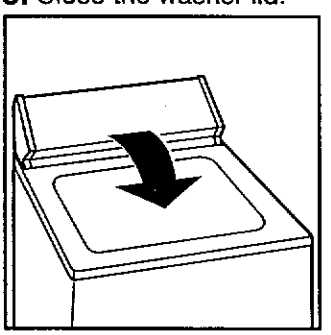
- Do not spill or drip any fabric softener on the clothes.
- Make sure you use only liquid fabric softener in this dispenser.
- If your model does **not** have a liquid fabric softener dispenser, see Step 12.

Dilute liquid fabric softener by filling the dispenser with warm water until liquid reaches the crossbar in the opening.

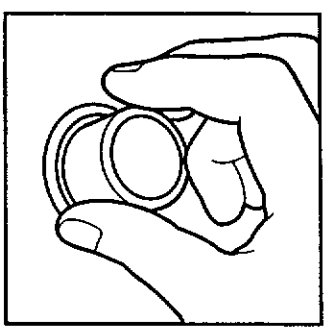


- Softener is added automatically during the rinse portion of the cycle.

5. Close the washer lid.

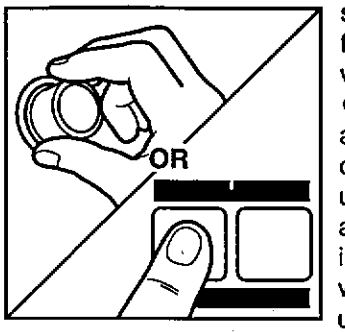


6. Turn the Load Size selector to the correct setting for your wash load and the type of fabric being washed.



- Choose a load size that allows the load to move freely for best fabric care.
- Change the setting after the washer has started filling by turning the selector to a different setting. If your washer has a RESET option, first move the selector to RESET, then to the new water level.

7. Set the Water Temperature selector to the correct setting for the type of fabric and soils being washed.



- Your washer uses automatic temperature control to maintain a uniform water temperature by regulating incoming hot and cold water. This helps eliminate undissolved detergent and ensures consistent cleaning results. The cold wash is maintained at approximately 24°C (75°F). The warm wash is maintained at approximately 38°C (100°F).

NOTE: Make sure that both hot and cold water taps are turned on, or the automatic temperature control feature will not work properly.

- Use the warmest water safe for fabric.
- Follow garment label instructions.

HOT: 49°C (120°F) or above
– Whites and pastels
– Heavy and greasy soils

WARM: 32° to 44°C (90° to 110°F)
– Bright colours
– Moderate to light soils

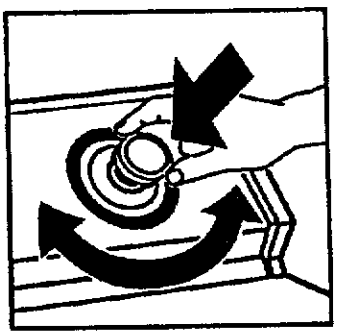
COLD: 21° to 32°C (70° to 90°F)
– Colours that bleed or fade
– Light soils

8. (OPTIONAL STEP) Some models have an Extra Rinse selector. For an additional rinse and spin at the end of a wash cycle, set the Extra Rinse selector to ON.

9. (OPTIONAL STEP) Some models have a Cycle Signal option. Set the Cycle Signal selector to On if you want your washer to sound a signal when the wash cycle is finished. This signal is helpful when you are washing items that should be removed from the washer as soon as the cycle ends.

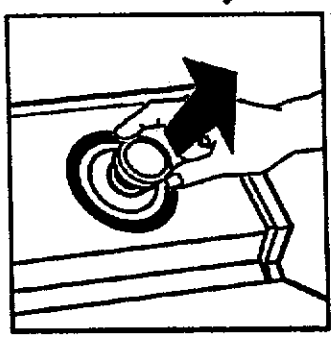
USING YOUR WASHER (CONT.)

10. Push in the Cycle Control Knob and turn it to the wash cycle you want. See "Cycle descriptions."



- Reduce the wash time when using a small load size setting.

11. Pull out the Cycle Control Knob to start the washer.



12. (OPTIONAL STEP) On models with no liquid fabric softener dispenser, add measured liquid fabric softener to the rinse water.

NOTE: To **stop** the washer at any time, push in the Cycle Control Knob. Do not stop the washer during water pump out. To **restart** the washer, close the lid (if open) and pull out the Cycle Control Knob.

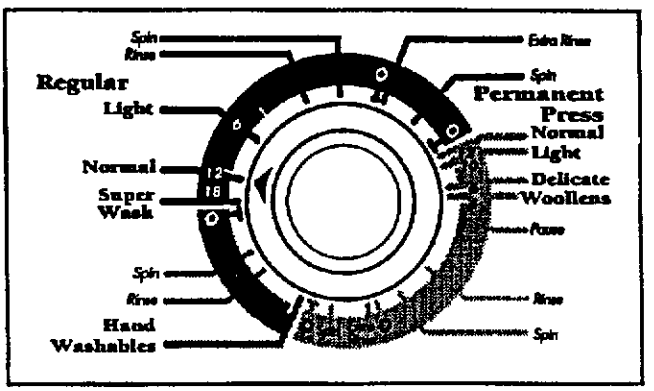
SELECTING A CYCLE AND TIME

This section describes the available wash cycles and will help you make the best cycle selections for your wash loads. Each cycle is designed for different types of fabric and soil levels.

NOTE: When tested to AS2040-1990 for wash performance, the Regular/Normal cycle was selected with extra large load size, warm wash, and cold rinse.

- The washer pauses briefly throughout each cycle. These pauses are normal. Refer to "Understanding normal washer sounds" to learn more about the sounds you may hear during a wash cycle.
- Refer to "Understanding what happens in each cycle" to learn what happens during a wash cycle.

CYCLE DESCRIPTIONS



Cycles may vary with model

Regular cycle

The Regular cycle features high speed agitation. High spin speeds shorten drying time. Use 6 (Light) or 12 (Normal) minutes of wash time for cleaning sturdy cotton and linen fabrics that are moderately or heavily soiled.

Super Wash – The Super Wash cycle automatically prewashes the laundry and advances into the Normal cycle. (The washer does not need to be reset after the Super Wash cycle.) Use this cycle when washing heavily soiled loads that need maximum soil removal. Use two times the recommended amount of detergent for this cycle.

Permanent Press

Use the Permanent Press cycle for cleaning permanent press and some synthetic fabrics that are lightly or moderately soiled.

1-speed models – The Permanent Press cycle features a cool-down rinse to reduce wrinkling.

2-speed models – The Permanent Press cycle starts with high agitation and then steps to low. To reduce wrinkling, this cycle features a cool-down rinse and a low speed final spin.

Delicate cycle

(on some models)

The Delicate cycle features a reduced agitation speed for gentle soil removal. Low spins reduce wrinkling. Use this 6-minute cycle for cleaning delicate items and washable knits that are lightly or moderately soiled.

Woollens cycle

(on some models)

The Woollens cycle features a reduced agitation speed for gentle soil removal. Select warm wash and warm rinse water when using this cycle. Use this 4-minute cycle for washable woollens and knits that are lightly soiled.

CYCLE DESCRIPTIONS (CONT.)

Hand Washables cycle
(on some models)

The Hand Washables cycle features brief low speed agitation and soak time (2 seconds agitation, 28 seconds soak) which is repeated for six minutes. Low spin speed reduces wrinkling. Use this cycle for cleaning lightly soiled hand washables.

Garments are labeled "Hand Wash" because:

- The fibre or construction may be sensitive to agitation.
- The fabric contains sensitive dyes that may bleed. Properly sort and then use your Hand Washables cycle for gentle washing. Follow care label directions for drying. Items that may shrink should be dried flat. Block these items by gently stretching to original measurements. Woollens tend to shrink more the first time they are washed.
- If items appear to be floating due to trapped air, stop the washer by pushing in the Cycle Control Knob. Push items down into the water. Restart the washer.

Soak cycle
(on some models)

The Soak cycle features a brief period of agitation and soak time to help remove heavy soils and stains that need pretreatment. The soak period will continue as long as you like. Thirty minutes or less is recommended for most situations.

- Use warm water when soaking laundry. Hot water can set stains.
- Use the amount of detergent or presoak additive recommended by the manufacturer.
- When you have decided to end the Soak cycle, turn the Cycle Control Knob to Prewash or Spin.
- Next, add detergent and start a new wash cycle.

Prewash cycle
(on some models)

The Prewash cycle features a brief period of high speed agitation to help remove heavy soils and stains that need pretreatment.

- Use warm water for prewashing stained laundry. Hot water can set stains.
- After the Prewash cycle ends, add detergent and set a new wash cycle.

RINSE/DRAIN AND SPIN

Rinse and Spin feature

When using extra detergent for heavily soiled clothes, or washing special-care items, you may find an extra rinse and spin is needed.

- For an additional rinse and spin, push in the Cycle Control Knob and turn it to any of the Rinse settings. The washer fills to the selected load size, agitates, drains, and spins.

NOTE: An Extra Rinse option is available on some models. See "Using your washer."

Drain and Spin feature

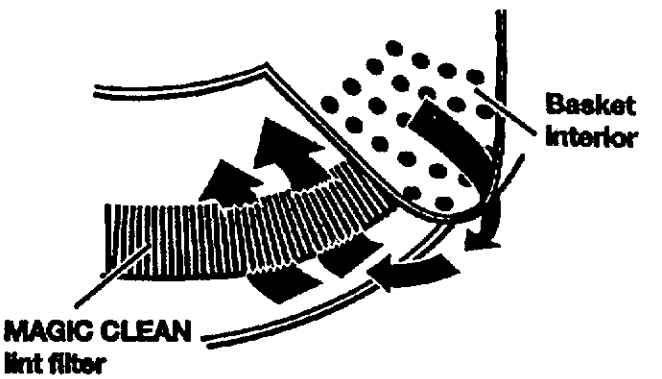
A drain and spin may help shorten drying times for some heavy fabrics or special-care items by removing excess water.

- For a drain and spin, push in the Cycle Control Knob and turn it to any of the Spin settings. Then pull out the Cycle Control Knob. The washer drains, then spins.

MAGIC CLEAN* LINT FILTER

Your washer has a MAGIC CLEAN lint filter at the bottom of the basket. Wash and rinse water flow over the filter during agitation, separating the lint from the water. The lint spins out of the system during the spin part of the cycle.

If your washer drains into a tub, remove any lint collected in the tub or strainer.



UNDERSTANDING NORMAL WASHER SOUNDS

Your new washer may make sounds your old one didn't. Because the sounds may be unfamiliar, you may be concerned about them. Don't be; most of them are normal.

The following describes some of the sounds you may hear and what causes them.

During washing

When you select a small load size setting, your washer has a lower water level. This may cause a clicking sound from the upper part of the agitator.

During drain

If water is drained quickly from your washer (depending on your installation), you may hear air being pulled through the pump during the end of draining.

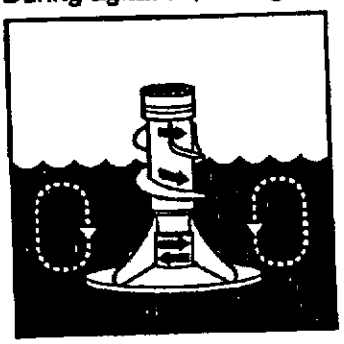
After drain and before spin

When the cycle changes from draining to spinning, you may hear gears engaging.

UNDERSTANDING WHAT HAPPENS IN EACH CYCLE

When the Cycle Control Knob is set to a number and pulled out, the washer fills (to the selected load size) before agitation and timing start. The washer begins agitating immediately after filling; agitation occurs with the washer lid up or down.

During agitation, the agitator creates a continuous rollover action that provides a thorough cleaning of the wash load.



After agitation starts, the Cycle Control Knob turns clockwise until it points to an Off area and the cycle ends.

NOTES:

- The washer pauses briefly throughout each cycle. These pauses are normal for washer operation.
- On two-speed models, a Gentle Wash system helps protect your fabrics by reducing wash agitation speed during the last few minutes of wash agitation in the Regular and Permanent Press cycles.

Sequence of cycles

WASH
Fill
Wash selected time
Drain† No agitation
Spin

† The Permanent Press cycle partially drains, fills, agitates briefly, and drains.

RINSE
Fill
Rinse
Drain-No agitation
Spin-Spray rinse
Spin
Off

CARING FOR YOUR WASHER

Proper care of your washer can extend its life. This section explains how to care for your washer properly and safely.

CLEANING YOUR WASHER

Cleaning the exterior

Use a soft, damp cloth or sponge to wipe up any spills such as detergent or bleach. Occasionally wipe the outside of your washer to keep it looking new.

Cleaning the interior

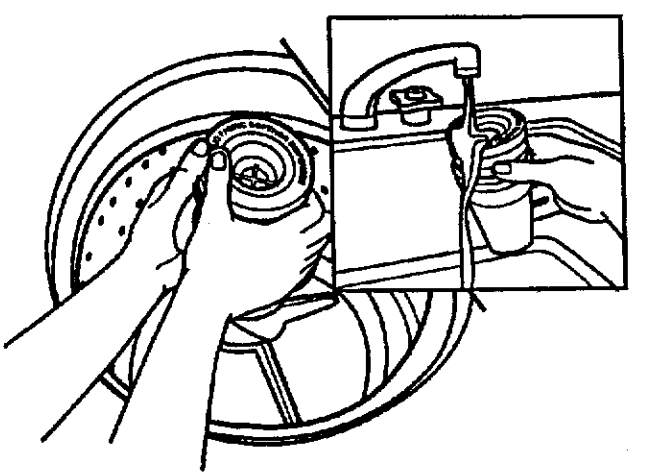
Clean your washer interior by mixing 250 mL (1 cup) of bleach and 500 mL (2 cups) of detergent. Pour this into your washer and run it through a complete cycle using hot water. Repeat this process if necessary.

NOTE: Remove any hard water deposits using only cleaners labeled as washer safe.

Cleaning the liquid fabric softener dispenser

Flush dispenser periodically with warm water, as shown. Remove the dispenser by grasping the top of the dispenser with both hands and squeezing and pushing upwards with thumbs. Clean the dispenser by rinsing it under a water tap. Replace it after cleaning.

NOTE: Do not wash clothes with this dispenser removed. Do not add detergent or bleach to this dispenser; it is for liquid fabric softener use only.



WINTER STORAGE, MOVING, VACATION CARE

Install and store your washer where it will not freeze. Because some water may stay in the hoses, freezing can damage your washer. If storing or moving your washer during freezing weather, winterize it.

To winterize washer:

1. Shut off both water taps.
2. Disconnect and drain water inlet hoses.
3. Put 1 L (1 quart) of R.V.-type antifreeze in the basket.
4. Run washer on a drain and spin setting (see "Rinse/drain and spin") for about 30 seconds to mix the antifreeze and water.
5. Unplug the power supply cord.

To use washer again:

1. Flush water pipes and hoses.
2. Reconnect water inlet hoses.
3. Turn on both water taps.
4. Reconnect power supply cord.
5. Run the washer through a complete cycle with 250 mL (1 cup) of detergent to clean out antifreeze.

Non-use or vacation care:

Operate your washer only when you are at home. If you will be on vacation or not using your washer for an extended period of time, you should:

- Unplug the power supply cord or turn off electrical power to the washer.
- Turn off the water supply to the washer. This helps avoid accidental flooding (due to a water pressure surge) while you are away.

TROUBLESHOOTING

Most laundering problems are easily solved if you understand the cause. Check the following list for common washing problems. If you need further assistance, see the "Requesting Assistance or Service" section.

COMMON WASHING PROBLEMS

Problem...	Cause...	Solution...
Washer leaks **NOTE:** After checking these, check household plumbing.	• Fill hoses not tight.	• Tighten hoses. See Installation Instructions.
	• Fill hose washers not properly seated.	• Reseat (reposition) washers. See Installation Instructions.
	• Drain hose clamp not properly installed or is off.	• Clamp drain hose.
	• Drain is clogged.	• Unclog drain. Sink and standpipe must be able to handle 64.6 L (17 gallons) of water per minute.
	• Tub moved forward during unloading, causing water to deflect off of tub ring.	• Ensure tub is centred before starting washer.
	• Unit not level, causing water to deflect off of tub ring.	• Ensure front feet are installed and nuts are tightened. Level washer.
	• Fill or spray rinses are deflecting off of load. Washer is overloaded or load is unbalanced.	• Redistribute the load, or reduce load size.
Washer won't drain/spin	• Drain hose is clogged.	• Unclog hose. See Installation Instructions for proper installation of drain hose.
	• Lid is open.	• Close the lid.
	• End of drain hose more than 190.9 cm (72 inches) above floor.	• Lower drain hose.
	• Too much detergent – excessive sudsing.	• Use less detergent.
	• Low voltage or using an extension cord.	• Check electrical source or call electrician. Do not use extension cords.
Wet loads	• Wrong cycle for load being washed.	• Choose a cycle with a higher spin speed.
	• Cold rinses.	• Cold rinses leave loads wetter than warm rinses. This is normal.
Washer continues to fill/drain or cycle stuck **NOTE:** Washer pauses briefly throughout each cycle. This is normal.	• Top of drain hose is lower than water level in washer.	• Raise the drain hose. It must be higher for proper operation.
	• Drain hose fits too tightly into standpipe.	• Adjust drain hose for loose yet secure fit. See Installation Instructions.
	• Drain hose taped into standpipe.	• Do not seal off drain hose with tape. The hose needs an air gap.
Washer makes noise	• Load is unbalanced.	• Redistribute load.
	• Washer is not level.	• Level washer. Reset rear leveling legs. See Installation Instructions.
	• Nuts on front feet not tight.	• Tighten nuts.
	• Yellow shipping strap with cotter pins not completely removed.	• See Installation Instructions.

continued on next page

COMMON WASHING PROBLEMS (CONT.)

Problem...	Cause...	Solution...
Washer makes noise (cont.)	• Gears engaging after drain and before spin.	• This is normal.
	• Upper part of agitator clicks during wash.	• This is normal.
Won't fill/rinse/agitate or wrong temperature	• Power cord not plugged in.	• Plug in power cord.
	• Timer dial is not fined up.	• Turn timer knob to the right slightly and pull to start.
	• Water inlet valve screens are plugged.	• Clean screens.
	• Water is turned off.	• Turn on water.
	• Hot and cold hoses are reversed.	• Reverse hoses.
	• Inlet hose is kinked.	• Straighten hoses.
Washer stops	• Power cord not plugged in.	• Plug in power cord.
	• No power at plug.	• Check electrical source or call electrician.
	• Fuse blown or circuit breaker open.	• Replace fuse or reset circuit breaker. If problem continues, call electrician.
	• Using an extension cord.	• Do not use extension cords.
	• Timer dial is not lined up.	• Turn timer to the right slightly and pull to start.
	• Timer knob not pulled out.	• Set and pull out knob.
	• Washer at pause in Permanent Press cycle (approximately 2 minutes).	• Allow cycle to continue.
	• Machine is overloaded.	• Wash smaller loads.
Agitator operation	• The top of the agitator moves only in one direction.	• This is normal.
	• The top of the agitator is loose.	• This is normal.
Water level seems too low or washer not completely filling	• The top of the agitator is much higher than the highest water level. This creates a perception of the washer not being full.	• This is normal.
Washer tub is crooked	• Tub is pulled forward when unloading.	• Push tub to centre before starting.
	• Tub moves.	• This is normal.
	• Unit not level.	• Ensure front feet are installed and nuts tightened. Level washer. Reset rear leveling legs. See Installation Instructions.

COMMON WASHING PROBLEMS (CONT.)

Problem ...	Cause ...	Solution ...
Residue or lint on load	• Improper sorting.	• Sort lint givers (towels, chenille) from lint takers (corduroy, synthetics). Also sort by colour.
	• Overloading.	• Lint can be trapped in load if over-loaded. Wash smaller loads.
	• Paper or tissue in pockets.	• Clean out pockets before washing.
	• Not enough detergent.	• Use enough detergent to hold lint in water.
	• Detergent not dissolving.	• Use wash water warmer than 21°C (70°F).
	• Wash water colder than 21°C (70°F).	• Use wash water warmer than 21°C (70°F).
Tearing	• Overloading. Improper use of washer.	• Loads should move freely during wash. Wash smaller loads.
	• Improper use of bleach.	• Do not pour bleach directly on load. Wipe up bleach spills. Undiluted bleach will damage fabrics.
	• Sharp items not removed from pockets; fasteners not fastened.	• Clean out pockets before washing. Zip zippers before washing.
	• Items damaged before washing.	• Mend rips and broken threads in seams before washing.
Stains on load	• Improper use of fabric softener.	• Dilute fabric softener and add to rinse portion of cycle only. Do not drip fabric softener on clothes.
	• Iron (rust) in water.	• Install an iron filter.
	• Not enough detergent used, causing soil to be redeposited.	• Use enough detergent to remove soil and hold it in suspension.
	• Dye transfer due to not sorting loads properly.	• Sort dark clothing from whites and lights.
	• Dye transfer due to not unloading washer promptly.	• Unload the washer as soon as it stops.
Load is wrinkled	• Not removing load promptly.	• Unload the washer as soon as it stops.
	• Wrong cycle for fabrics being washed.	• Use the Permanent Press cycle or another cycle with low spin speeds to reduce wrinkling.
	• Overloading.	• Loads should move freely during wash. Wash smaller loads.
	• Wash water not warm enough to relax wrinkles. Using warm rinses.	• If safe for fabric, use warm or hot wash water. Use cold rinse water.
	• Hoses reversed.	• Reverse hoses.

continued on next page

COMMON WASHING PROBLEMS (CONT.)

Problem...	Cause...	Solution...
Load is tangled/ twisted	• Overloading.	• Loads should move freely during wash. Wash smaller loads.
	• Clothes wrapped around agitator.	• Do not wrap items around agitator.
Clogged dispensers or bleach leaking	• Not diluting softener.	• Dilute fabric softener in the dispenser.
	• Use of colour safe bleach in bleach dispenser.	• Add powder or liquid colour safe bleach directly to the basket. Do not use bleach dispenser for colour safe bleach.
	• Improper use of bleach.	• Always measure bleach before adding to the dispenser. Carefully pour into the dispenser. Wipe up bleach spills.
Gray whites, dingy colours	• Dye transfer.	• Sort dark clothes from whites and lights.
	• Wash temperature too low.	• Use hot or warm washes if safe for fabric. Hot water should be at least 49^0 C (120^0 F) to clean heavy or greasy soils.
	• Not enough detergent.	• Use more detergent for washing heavy soils in cold or hard water.
	• Hard water.	• Use more detergent when washing in hard water.
Hot water entering the washer when cold water selected	• Automatic temperature control (ATC) activated.	• The ATC will operate if the incoming cold water is below 21^0 C (70^0 F). Only sufficient hot water is added to the washer to achieve a wash temperature of approximately 24^0 C (75^0 F). This helps eliminate undissolved detergent and ensures consistent cleaning results. (Refer to page 6 section 7)

Requesting Assistance or Service

If you need assistance or service

Call the Whirlpool Consumer Assistance Centre, 1-300-363-344 (Australia), 0-800-442-584 (New Zealand). Our consultants are available to assist you.

When calling:

Please know the purchase date, and the complete model and serial number of your appliance (see the "A Note to You" section). This information will help us better respond to your request.

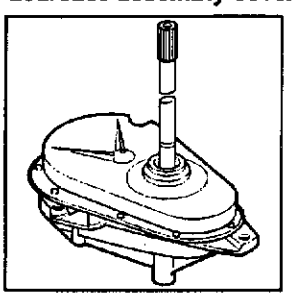
Our consultants provide assistance with:

- Features and specifications on our full line of appliances
- Installation information
- Use and maintenance procedures
- Accessory and repair parts sales
- Referrals to local dealers, service companies, and repair parts distributors

Whirlpool service technicians are trained to fulfill the product warranty and provide after-warranty service.

NOTE: If the power supply cord of this washer is damaged, it must be replaced by a special cord (Part Number 3353308) available from the dealer from whom you purchased the washer or an authorized service company.

Gearcase assembly covered by warranty.



If you need replacement parts

If you need to order replacement parts, we recommend that you only use FSP* factory authorized parts. FSP replacement parts will fit right and work right, because they are made to the same exacting specifications used to build every new WHIRLPOOL* appliance.

To locate FSP replacement parts in your area, call our Consumer Assistance Centre telephone number or your nearest authorized service center.

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